



GRANVILLE COLLEGE

STUDENT HANDBOOK

Message from the
Director

Welcome to Granville College!

We are happy you have chosen to study at Granville College. Studying for a new career is challenging and we hope you will focus your energies on your studies during your time here.

Students are encouraged to familiarize themselves with the contents of the Student Handbook AND the contents of our COVID-19 Supplements. The handbook and supplements are full of information about the College and the policies and rules you will be expected to follow when you are attending. You will be asked to acknowledge that you have read and understand the contents of the Student Handbook and all COVID-19 Policies and Protocols.

The Student Handbook and COVID-19 Supplements also contain information about our community and what it may offer our students, as well as a resource guide. We encourage you to take advantage of the supports available to you.

All the staff and instructors at Granville College are committed to helping you be successful in your studies and wish to welcome you to our Campus.

TM Sabo
Granville College
Director of Operations

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This handbook contains information about Granville College policies and procedures as well as information about community safety and supports for students. Please take the time to

fully read the Handbook. If you have questions, please ask!

College Contacts

Campus Telephone Number	604-683-8850
College email	info@granvillecollege.ca
Campus Administrator	Theresa Sabo
Senior Education Administrator	Justyna Matracki

College Hours

The Campus is open as follows:

Monday	8:30 – 4:30
Tuesday	8:30 – 4:30
Wednesday	8:30 – 4:30
Thursday	8:30 – 4:30
Friday	8:30 – 4:30
Saturday	closed

Class times are as follows:

	Morning Class	Lunch Break	Afternoon Class
Monday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Tuesday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Wednesday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Thursday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Friday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Saturday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30

Students are expected to be in class and ready to study at the beginning of each Morning and Afternoon Class and to stay for the entire class time OR follow the current COVID-19 schedule.

Students are welcome to remain at the College for extra study and to complete assignments during outside-of-class hours.

School Closures and Holidays

Granville College is closed for the following Statutory Holidays:



Statutory Holiday	2020	2021
New Year's Day	January 1	January 1
Family Day	February 17	February 15
Good Friday	April 10	April 2
Victoria Day	May 18	May 24
Canada Day	July 1	July 1
BC Day	August 3	August 2
Labour Day	September 7	September 6
Thanksgiving Day	October 12	October 11
Remembrance Day	November 11	November 11
Christmas Day	December 25	December 25

Note: Canada Day is usually July 1st. If July 1st falls on Sunday, Monday July 2nd replaces July 1st as the statutory holiday.

Note: The dates noted above are Statutory Holidays in British Columbia. The Campus Director will post notices of other school closures.

Dress Code

- Granville College encourages a businesslike environment. Students are expected to dress neatly in clean clothing. Students who come to school dressed inappropriately will be sent home to change and the absence will be recorded.
- All clothing must be school and program appropriate. Clothing suitable for workouts, sports or outdoor activities will be deemed inappropriate for business.

- Clothing with rips, tears and holes will be deemed inappropriate for business.
- Clothing with stamps or imprints that are offensive will be deemed inappropriate for business.

CODE OF CONDUCT

The Code of Conduct

Expectations for Students:

- *Attend school in accordance with the Attendance Policy.*
- *Treat all students and staff with respect.*
- *Dress in accordance with the expectations of an employee in the industry relevant to your program of study; in a tidy and clean manner.*
- *Treat school property with respect.*
- *Complete all assignments and examinations on the scheduled completion dates.*
- *Avoid any conduct which may be deemed to be detrimental or damaging to the other students, staff members or the institution.*
- *Prohibited conduct under the Code includes but is not limited to:*
- *Any assaulting, disruptive, intimidating, or offensive classroom behaviors to another individual.*
- *possessing or bringing weapons of any kind (i.e. knives, guns) to campus.*
- *using, possessing, or distributing alcohol or drugs.*
- *making inappropriate remarks concerning another student or staff members' ethnicity, race, religion, or sexual orientation.*
- *Supplying false information or misusing any of the college's records and/or information.*
- *making false accusations; disrupting classroom or campus lectures and activities.*
- *any other conduct which is determined to be detrimental or damaging to other students, staff members or the Institution.*
- *Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:*
- *Sexual assault to another individual or group.*
- *Physical assault or any other violent acts committed on or off campus against any student or staff member.*
- *Verbal abuse or threats.*
- *Vandalism of school property.*
- *Theft of college's property, records, or confidential information.*

Students who do not meet the expected code of conduct will be subject to the procedures in the College's RESPECTFUL-FAIR TREATMENT POLICY, which may include immediate dismissal from the institution depending on the severity of the misconduct.

ADMISSIONS POLICY

Granville College is committed to enrolling students who meet specific program admission criteria, including all academic standards and course requirements. The College is dedicated to helping students succeed in achieving their education and career goals.

Procedure:

- The Admissions Representative will meet with the prospective student in an interview, either in person, by telephone or through an online video meeting to discuss the program of interest.
- Prospective students in the Veterinary Technician Assistant Program will be asked to complete the Granville College Entrance Evaluation. All other programs offered by the College do not require the completion of an entrance evaluation.
- Once a prospective student has decided on a program of study, the Admissions Representative will review the admission criteria for the selected program of study with the student and gather all pertinent and required documentation evidencing the student has met all requirements. A copy of each document will be placed on the student's file.
- Prospective students whose first language is not English must provide the College with a completed language proficiency test showing the student has attained the acceptable level of English proficiency, as set out in the College's Language Proficiency Policy.
- Once it is established the student has met all admission requirements:
 - the Admissions Representative will prepare and review the enrollment contract and all relevant policies, with the student.
 - The Admissions Representative will discuss financial arrangements for payment of tuition and other fees.
 - The Student will be asked to pay a non-refundable registration fee in the amount of \$250.00
- Once enrollment contract has been properly executed, the student will receive the following:
 - A fully signed copy of the enrollment contract, including a copy of the Program Outline.
 - A Student Handbook containing:

- Tuition and Fee Refund Policy.
- Dispute Resolution.
- Grade Appeal Policy.
- Withdrawal Policy.
- Dismissal Policy.
- Language Proficiency Assessment Policy (if applicable);
- Attendance Policy;
- Use and Disclosure of Personal Information Policy;
- Work Experience/Co-Op Policy (if applicable);
- Safety Policy.

ATTENDANCE POLICY

Granville College expects students to attend classes regularly and to be punctual while completing a program of study. This includes attendance to all labs, lectures, classroom activities, quizzes, tests and examinations. Students who are absent for more than 20% of a course or more than 30% of an overall program, may receive an incomplete grade for that course or program, respectively.

Procedure:

- Attendance will be recorded by each Instructor for all students enrolled in a program of study at the beginning of each class using the Attendance Sheet provided by the College. Attendance will be reported daily to the Director of Operations.
- It is the responsibility of each student to contact their instructor or the College's administrative staff in the event they will be absent or late in arriving to class. Reported absences will be marked as "excused". Absences or late arrivals will be marked as "unexcused" for any student who does not advise the College of their intended absence or late arrival. In the case of any absence, whether excused or not, students will be responsible for making up the time lost, and all work, quizzes, tests, labs and exams assigned during the student's absence.
- If a student is absent for three or more consecutive days due to illness, he/she must submit a doctor's note attesting to illness.
- If a student is absent for three or more consecutive days for compassionate reasons, he/she must submit evidence of the reason for the absence (i.e. a copy of the Order of Service for a funeral).
- Students may apply for a leave of absence in the case of an unavoidable personal or

family emergency. Students must complete a Leave of Absence Request Form and deliver that form in person, by email or by registered mail to the College Administrator prior to being

- granted a leave. Leaves of absence may not be granted for more than a period of two (2) weeks and must be substantiated by providing the College with all relevant documentation (including, but not limited to, a doctor's note or report) to support their application for leave.
- A leave of absence does not excuse the student from completing the work, quizzes, tests, labs and exams assigned during the student's leave. In the event a leave of absence constitutes an absence of more than 20% of a course or 30% of an overall program, the student may be required to repeat the course or program at their own expense.
- Program end dates will not be extended due to absences or a leave of absence. Students are expected to complete their program of study in accordance with the program end date indicated on the Enrollment Contract.
- Students will not be granted a leave of absence for vacations, study for exams or visits from family or friends.
- Whenever possible, the College will make a reasonable effort to accommodate an excused absence or approved leave of absence by re-scheduling the student into an alternate class for the same course on their return; or by providing the instructional materials missed during their absence; and/or rescheduling a time to write a missed test or exam; however, it is ultimately the responsibility of the student to make-up any instruction, tests or exams missed during their absence.
- Excessive absence or lateness may be a reason for dismissal from study.

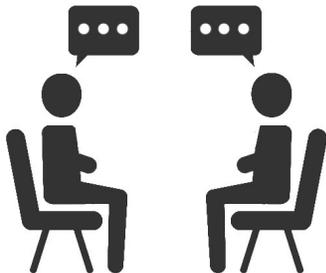
TUITION REFUND POLICY

- If Granville College receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
- the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date.
- the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the

- contract start date; or
- the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
 - Granville College will refund the tuition for a program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
 - If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, Granville College may **retain** up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
 - Unless a program is provided solely through distance education, if Granville College receives a notice of withdrawal from a student:
 - more than seven days after the effective contract date and
 - at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - after the contract start date
 - and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - and after more than 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 - Unless the program is provided solely through distance education, if Granville College provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

- after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- If Granville College provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- Granville College will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
- Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - of the date Granville College receives a student's notice of withdrawal,
 - of the date Granville College provides a notice of dismissal to the student,
 - of the date that the registrar provides notice to Granville College that the institution is not complying with section 1(c) or 2 of this policy, or
 - after the first 30% of the hours of instruction if section 3 of this policy applies.
- If an international student delivers a copy of a refusal of a study permit to Granville College, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
 - the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
 - or the program is provided solely through distance education.

DISPUTE RESOLUTION POLICY



Granville College provides an opportunity for students to resolve

disputes in a fair and equitable manner. The policy applies to all students who are currently enrolled or were enrolled 30 days prior to submitting a notice of written concern(s) to the Senior Educational Administrator and/or Director of Operations.

Procedure for Student Disputes:

- When a concern arises, the student should address the concern with the individual most directly involved and the Instructor of the course or program the student is enrolled in. If the student is not satisfied with the outcome at this level, the student should put his/her concern(s) in writing and deliver this written notice to the Senior Educational Administrator and/or Director of Operations, either in person, by email or by registered letter.
- The Senior Educational Administrator and/or Director of Operations will arrange to meet with the student to discuss the concern(s) and desired resolution(s) within 5 business days of receipt of the notice.
- Following the meeting with the student, the Senior Educational Administrator and/or Director of Operations will conduct whatever enquiries and/or investigations they deem necessary and appropriate to determine whether the student's concern(s) are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate College personnel.
- All enquiries and/or investigations shall be completed, and a formal response shall be provided, within 15 business days following the receipt of the student's written notice. If it is determined that the student's concerns are not substantiated, the institution will provide a written explanation of the decision and deny the complaint; or if it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.

- The student will have 5 business days to appeal the decision. All appeals will be reviewed by the Senior Education Administrator and/or Director of Operations within 5 business days of receipt of the notice of appeal, at which time the Senior Education Administrator and/or Director of Operations shall supply the student with a written decision to their appeal. A copy of the decision and all supporting materials will be placed in the institution's Student Conduct File, and the original will be placed in the student file
- During the dispute resolution process, the student may file a complaint with PTIB (www.privatetraininginstitutions.gov.bc.ca) if he/she feels the institution misled the student regarding the complaint or any aspect of its operations. Students who make a complaint may be represented by an agent or lawyer.

GRADE APPEAL POLICY

Granville College provides an opportunity for students to appeal grades in a fair and equitable manner. The policy applies to all College students who are currently enrolled or were enrolled 30 days prior to submitting a notice of grade appeal to his/her Instructor.

Procedure for Grade Appeal:

- If a student is not satisfied with a grade assessed on an assignment or test, the student must provide a written statement of their concerns to the Instructor who assessed the grade within 5 days of the grade assessment. The statement should set out the reasons for disputing the grade and include copies of any relevant evidence the student wishes to submit and have considered. Please note, grades will not be adjusted for compassionate reasons or unexcused absences.
- The instructor will reconsider or remark the assignment/test based on the criteria of the assignment/test and will provide the student with a written determination, setting out the reasons which led to both the original grade and any re-marked grade, if applicable. Instructors are to provide students with their determination within 3 business days of receipt of the student's grade appeal statement.
- If the student is still not satisfied with the Instructor's determination, the student should submit a formal written grade appeal, together with all relevant supporting documents to the Senior Education Administrator and/or Director of Operations within 3 business days.
- Upon receipt of the written grade appeal, the Senior Education Administrator and/or Director of Operations will meet with the student to review the original assignment/test and all relevant supporting documentation (including the written determination of the Instructor). The Senior Education Administrator and/or Director

of Operations may also meet with the Instructor to conduct a re-marking of the assignment/test.

- The decision of the Senior Education Administrator and/or Director of Operations will be provided to the student in writing within 3 business days of receipt of the written complaint by the Senior Education Administrator and/or Director of Operations. All decisions of the Senior Education Administrator and/or Director of Operations with respect to the grade appeal will be considered final.

WITHDRAWAL POLICY

Granville College's Withdrawal Policy is intended to provide guidance for students wishing to withdraw from a program of study at the College.

Procedure

- Any student wishing to withdraw from a program of study must submit a written notice of withdrawal (together with any supporting documentation, if applicable) to the Director of Operations or Senior Education Administrator, in person, by email or by registered mail. The notice of withdrawal must clearly state the date on which the student intends to withdraw.
- International students providing a copy of a refusal of study permit are considered to have withdrawn for the purposes of this policy.
- The College will follow its **Tuition Refund Policy** in calculating any refund due to a student who withdraws.
- The College will refund fees paid for course materials that have not been delivered to the student.
- Students withdrawing from study must return any related equipment or supporting materials which have not been paid for by the student immediately upon withdrawal from their program of study.
- Equipment and/or materials must be returned in original condition as issued.
- Failure to return all equipment and materials in its original condition will result in a deduction for reasonable replacement costs of the equipment or material from any refund payable to the student. If no refund is due to the student, the institution will issue an invoice to the student for reasonable replacement costs of the equipment or materials or any unpaid tuition in accordance with the **Tuition Refund Policy**.

DISMISSAL

Granville College expects students to meet and adhere to the rules and regulations of the College and its Code of Conduct (as set out in the College's **Respectful-Fair Treatment Policy**) while completing a program of study. Failure to adhere to the College's rules, regulations and/or code of conduct may result in dismissal or disciplinary actions.

Procedure for dismissal or disciplinary measures:

- All concerns relating to a student's conduct/misconduct shall be directed in writing to the Senior Education Administrator or the Director of Operations. Concerns may be brought by staff, students, instructors, or the public.
- The Senior Education Administrator and/or Director of Operations will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Senior Education Administrator or Director of Operations will meet with the student as soon as possible.
- Following the meeting with the student, the Senior Education Administrator or Director of Operations will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
- Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
- Upon completion of all inquiries and investigations the Senior Education Administrator or Director of Operations will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination; the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.
- In the event the complaint has been substantiated, the Senior Education Administrator and/or Director of Operations may:
 - Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed on the student's file.
 - Set a probationary period with conditions which must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Senior Education Administrator and/or Director of Operations. Any notice of a probationary period will be signed and acknowledged by the student and placed on the student's file.
 - Relocate the student to another class.
 - Dismiss the student from the program of study. In the event of a dismissal, the Senior Education Administrator and/or Director of Operations will provide the student with a written notice of dismissal which will include a calculation of any refund which may be due under the **Tuition Refund Policy**. Any refund deemed to be owing under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal. In the event the student owes tuition or other fees to the College at the time of the dismissal,

the Senior Education Administrator and/or Director of Operations may undertake collection of the amount owing, forthwith upon dismissal.

- Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.

LANGUAGE PROFICIENCY POLICY

Instruction at Granville College is conducted in English. All prospective students whose first language is not English are required to demonstrate they have the appropriate English language skills to successfully complete their program of study. The minimum level of English Language proficiency is noted below. Please note, some programs may require higher levels of language proficiency which will be set out in the Program Outline.

Procedure:

- Prospective Students whose first language is not English must provide proof of completion of a secondary school education English program at a grade 11 level or a post-secondary education program in English, in Canada or abroad.

OR

Submit the results of one of the following English Language Proficiency tests:

- Canadian English Language Proficiency Index Program (CELPIP-G 2014) (a Canadian English language test for immigration to Canada, Canadian citizenship, and for admission to Canadian universities and colleges) acceptable level: 6;
- Equivalent Canadian Language Benchmarks (CLB): Score of 6;
- Canadian Academic English Language Assessment (CAEL): Overall score of 60;
- Test of English as a Foreign Language (TOEFL); 75 Internet-based, 210 computer-based, or 520 paper based;
- International English Language Testing System (IELTS): overall score of 6, with a minimum of 5.5 in each section.
- Any costs related to the taking of one of the English Language Proficiency Tests noted in this policy are the sole responsibility of the prospective student;
- Prospective Students who are unable to provide official proof of their English Language Proficiency as set out in this policy will not be admitted into a program of study.

USE AND DISCLOSURE OF PERSONAL INFORMATION POLICY

Granville College collects, uses, retains and discloses information in accordance with the Personal Information Protection Act ("PIPA"). The College may share and disclose personal information within the institution to carry out its mandate and operations.

Information, in aggregate form only, may also be used for research purposes and statistics.

The College may also disclose a students' personal information under the following circumstances:

- The College obtaining written consent from the student;
- The College is required to disclose personal information by law;
- The College is required to share personal information with Citizenship and Immigration Canada, as necessary for the purposes of an International Student program and in accordance with applicable provincial privacy legislation.
- Student files are maintained in accordance with the College's Records and Information Management Policy and procedures.

SAFETY POLICY

Granville College is committed to providing a safe and healthy working and learning environment for all staff and students.

Procedure for Fire Safety:

- The Director of Operations is responsible for ensuring adequate fire suppression equipment is available as needed throughout the campus and that it is inspected by a qualified inspector at least annually.
- The Director of Operations is responsible for ensuring all employees receive safety training with respect to fire suppression and fire evacuation procedures during their orientation.
- The Director of Operations is responsible for preparing and posting emergency exit plans in each classroom at the campus with the exit from that room specifically highlighted.
- In the event of a fire emergency, the Director of Operations, or a designated staff member, will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
- In the event of a fire emergency, all staff and students are to evacuate the campus.
- Instructors will escort their students to a designated meeting location, ensure that he

or she takes the class list with them. At the designated meeting location, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the Director of Operations if anyone is missing.

- The Director of Operations or designate, will act as liaison between fire officials and students/employees during the emergency. If necessary, the Director of Operations will authorize school closure.
- No student or employee will re-enter the campus until the fire officials have authorized re-entry.
- Students will be advised of all safety procedures during their first day of class and all emergency procedures will be posted throughout the campus.

Procedure for Earthquake Safety:

- The Director of Operations is responsible for ensuring adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
- The Director of Operations is responsible for ensuring all employees review earthquake and evacuation procedures during their orientation to the College.
- The Director of Operations is responsible for preparing and posting emergency instructions and emergency evacuation plans in each classroom at the campus with the exit from that room specifically highlighted.
- In the event of an earthquake emergency, all employees and students will take cover and remain under cover until the shaking stops.
- When it is deemed safe to do so, all employees and students are to evacuate the campus.
- Instructors will escort their students to a designated meeting location ensuring that he or she takes the class list with them. At the designated meeting location, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the Director of Operations if anyone is missing.
- The Director of Operations or designate, will act as liaison between rescue officials and students/employees during the emergency. If necessary, the Principal will authorize school closure.
- No student or employee will re-enter the campus until the rescue officials have authorized re-entry.
- The Director of Operations and/or Senior Education Administrator will provide such further safety policies and procedures as are deemed necessary for program specific

safety issues.

RESPECTFUL AND FAIR TREATMENT POLICY

Granville College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on the College's premises or in the course of activities or events hosted by the College, Granville College expects students to meet and adhere to the code of conduct while completing a program of study. The College is a community of students and staff who are involved in learning, teaching and other activities. In accordance with the code of conduct, all staff and students are expected to conduct themselves in a manner which promotes a positive learning environment. Students are expected to follow the College's code of conduct as set out below and are responsible for reading and understanding the Code. Failure to fulfill these responsibilities may result in dismissal or disciplinary actions.

Disciplinary measures:

- All concerns relating to a student's conduct/misconduct shall be directed in writing to the Senior Education Administrator or the Director of Operations. Concerns may be brought by staff, students, instructors, or the public.
- The Senior Education Administrator and/or Director of Operations will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Senior Education Administrator or Director of Operations will meet with the student as soon as possible.
- Following the meeting with the student, the Senior Education Administrator or Director of Operations will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
- Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
- Upon completion of all inquiries and investigations the Senior Education Administrator or Director of Operations will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination; the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.
- In the event the complaint has been substantiated, the Senior Education Administrator and/or Director of Operations may:
- Give the student a written warning, a copy of which will be signed and acknowledged

- by the student and placed on the student's file.
- Set a probationary period with conditions which must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Senior Education Administrator and/or Director of Operations. Any notice of a probationary period will be signed and acknowledged by the student and placed on the student's file.
 - Relocate the student to another class.
 - Dismiss the student from the program of study. In the event of a dismissal, the Senior Education Administrator and/or Director of Operations will provide the student with a written notice of dismissal which will include a calculation of any refund which may be due under the Tuition Refund Policy. Any refund deemed to be owing under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal. In the event the student owes tuition or other fees to the College at the time of the dismissal, the Senior Education Administrator and/or Director of Operations may undertake collection of the amount owing, forthwith upon dismissal.
 - Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.

WORK EXPERIENCE POLICY

Where a work experience placement is part of a program, completion of the placement is a required part of the program of study in which the student obtains practical skills relevant to the learning objectives of the program. Successful completion of the work experience placement is a graduation requirement.

Depending on the program of study, a work experience placement may be a practicum or a co-operative placement.

- For programs that include a practicum, students must complete each course/module in the program with a mark of 70% or higher before being placed in a practicum.
- For programs that include a cooperative placement, students must have successfully completed all program components and have attended a minimum of 80% of classroom sessions included in the program before being placed in a cooperative placement.
- In addition of the specific requirements outlined in sections 1 and 2 above, all students must meet all of the following conditions before being placed in a work experience

placement:

- Complete and receive a passing grade on all assignments for the program up to the date of the work experience placement.
- Complete and receive a passing grade on all quizzes, tests and examinations up to the date of the work experience placement.
- Return all borrowed items to the College.
- Successfully complete a work experience placement interview.
- The process by which the student will be placed in a work experience is as follows:
 - The student must have the Ready for Work Experience (whether Practicum or Co-Op) form signed by the Instructor.
 - The student must successfully complete a work experience placement interview.
 - Once a placement is agreed upon, the student, the work experience host organization, and a College Representative must sign the Work Experience Agreement.
- The College, the student and the host organization, will enter into a written agreement detailing each party's responsibilities and the activities the student will undertake during the work experience. A copy of the agreement will be provided to the student before the start date of the work experience.
- The process by which the student will be evaluated in relation to the work experience component is as follows:
 - The College will monitor the student's attendance at the work experience placement by contacting the placement host weekly to gather information on the student's attendance during that week.
 - The College will assess the student's progress in meeting learning objectives, by providing the host organization a standardized evaluation survey for completion at the mid-point and at the end of the work experience placement.
 - The completed evaluation survey will be retained as a part of the student record.
 - The student must attain an overall positive evaluation from the host organization in order to be eligible for graduation.
- The student will be provided with at least one written evaluation in relation to the work experience component.



GRADUATION POLICY

In order to graduate, students must have met all terms and conditions of the Enrollment Contract.

Procedure:

- Students must:
 - Achieve a passing mark on each course within the program of study as set out in the Program and Course Outlines;
 - Students whose program of study includes a Work Experience Placement must have successfully completed the entire Work Experience Placement.
 - Have paid all fees and tuition owing under the Enrollment Contract.
 - Have returned all items borrowed from the College.
 - Have paid all outstanding finds for items borrowed from the College.
 - Provide the College updated contact information in order that the College may contact them after graduation.
- Once all the above noted requirements have been met, the College will process the student's transcripts and other relevant graduation documents.

COMMUNITY ASSISTANCE FOR STUDENTS



There are many places in the community that offer support to students as they complete their studies.

Support might be needed for:

- Help understanding your Enrolment Contract
- Help understanding the College's Policies and Procedures
- Help understanding what is expected of you with respect to dress or behaviour
- Information about academic support or tutoring
- Finding suitable housing
- Information about transportation services (SkyTrain, BC Transit, etc.)
- Medical Insurance, Pharmacare or other health care programs

- Finding suitable childcare services
- Finding information on community or cultural activities
- Finding information about family support services
- Finding information about addiction services
- Finding information about immigration services
- Finding information about literacy or library services
- Finding information about employment resources such as preparing a resume or conducting a job search

If you need support in any of these areas, you can get a list of local supports from the College Administrator.

PERSONAL SAFETY

Within the classrooms at this campus you will find Emergency Exit Maps showing the closest exit to the classroom. If you have concerns about your personal safety while attending classes, you should talk to the College Administrator.

If you notice any areas of the campus that you feel are unsafe, please contact the College Administrator.

The following tips and suggestions may help in ensuring your safety.

At home:

- Change the locks when you move into a new apartment.
- Use a deadbolt rather than just a safety chain.
- Know who is at your door before you open it.
- Ask for identification before letting someone into your house.
- Never let strangers into your house to use the phone. Offer to make the call for them and have them wait outside.
- If you receive a wrong number phone call, don't give out your name or phone number.
- If you receive an obscene phone call, hang up and call police.
- In an apartment building, NEVER be alone in the laundry room.
- If you think someone is in your home, do not go in. Go to neighbour or public area

and call police.

- If you see or hear anything suspicious, call the police.

While you are out:

- Always tell someone where you are going and when you expect to return home.
- If you are going on a first date or out with someone you don't know well, plan with someone you trust to check in once you are home.
- Travel with a friend if possible. Try to avoid going out alone.
- Carry only small amounts of cash and take only the credit cards you plan to use.
- Keep cash and credit cards in an inside pocket or pouch inside your jacket.
- Keep your purse closed and carry it across your body or keep an arm on it.
- Make sure to zip all pockets on your backpack. When in crowded places, on public transit or on busy street corners, bring your backpack to the front and hold it.
- Pay attention to your surroundings and stay alert.
- If you are using ear buds, keep the music volume low so you can hear what is happening around you.
- Keep in mind when you are using your phone in public that other people can hear your conversation. Be careful about what information you are giving you.
- Try NOT to go out alone at night.
- Avoid unfamiliar areas, if possible.
- Don't walk near dark doorways or shrubbery. Don't use alleys or short cuts.
- If you are driving, try to park only in lighted areas. Have your keys in your hand when returning to your car.
- Never leave your keys in the car. Never leave valuables in plain sight... lock them in the trunk.
- Always check your back seat before getting into your car.
- Always lock your door while driving or when parked.
- Keep your car in gear at stop lights or when stopped in traffic.
- Don't hitchhike or accept rides from strangers.
- Do NOT respond to comments from strangers on the street.
- If someone is following you, cross the street and walk into a business or other area where people are gathered.
- If you meet a new friend, exchange phone numbers but NOT addresses. Always meet

in a public place and consider a daytime meeting rather than nighttime.

- Do not allow alcohol or drugs to impair your judgement. Always use in moderation. Be particularly careful of street drugs. They may not be what you have been told (i.e. they may be fentanyl or carfentanyl which can be deadly)
- Always prearrange meeting times so you do not have to sit and wait alone.
- When walking, always keep distance between you and other walkers. Don't let anyone get too close.
- When walking, if a car follows you, do NOT approach it. Turn around and walk in the opposite direction. Don't be afraid to yell for help.

Using Public Transit:

- Have your fare ready. Don't open your purse or wallet at a bus stop.
- During off hours, sit as near to the driver as possible.
- Keep your possessions in your lap.
- Pay attention. Don't sleep, clean out your pockets or play on your phone. If you are reading or listening to music, look up and look around periodically.
- If someone is bothering you, don't be afraid to tell the driver and move seats.
- If you are going to be out late, make sure you have cab fare.

Computer and Internet Safety

- Do not post anything defamatory about another student or bully others online
- When working on a project, save your work often
- Try not to pass along viruses or other malware. Be careful about what you share on Facebook
- Use virus detection programs and scan your computer for viruses often

HEALTH AND SAFETY POLICY	April, 2020
Name of Policy	Implementation Date
All Positions	September, 2020
Position(s) Responsible	Date of Last Revision

Granville College acknowledges it has a statutory duty to take all reasonable precautions to protect students, Students and Employees, contractors, volunteers, visitors, and all other individuals on-site. Protecting students and Students and Employees from injury or occupational disease from accidents or incidents is a continuing objective. We will make every effort to provide a safe and healthy work environment for all. We believe all accidents are preventable and active participation at all levels will help ensure accidents are avoided. Supervisors and workers must refrain from any actions or activities that could jeopardize the health and safety of others and must work to reduce the risk of injury.

We are committed to promoting a safe and healthy workplace for all students, Students and Employees, contractors, volunteers, and visitors. In pursuit of our commitment, we will develop, implement, and enforce policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our students and Students and Employees and strive to safeguard the workplace from injury and malfeasance through negligence.

This policy outlines the responsibilities of all parties in maintaining a safe and healthy work environment. Granville College will act in compliance with all applicable workplace health and safety legislation.

Guidelines

Communication

Granville College encourages open communication on health and safety issues. Open communication is essential to providing an accident-free and productive work environment.

- Students and Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.
- Health and safety comments will be reviewed by college administration. (Insert appropriate authority) will initiate an investigation on each reported or potential hazard.
- Students and Employees should inform their supervisor or college administration of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or verbal, and may be anonymous, if so desired.

Responsibilities

Campus Administration will:

- Supply an effective strategy to manage the occupational health and safety concerns of the company.
- Allocate and govern resources properly to achieve the health and safety requirements of Students and Employees, and that policies comply with the company's legal obligations.
- Foster a workplace culture of safety with appropriate leadership.
- Review policies annually for compliance and efficiency, and revise where necessary.
- Provide all relevant parties with a copy of all orders or reports issued to the employer by a Ministry of Labour inspector and inform the committee of any work-related incidents involving injury, death, or occupational illness.

Staff and Instructors will:

- Help develop, implement, and enforce company policies and procedures.
- Continually promote health and safety awareness with instruction, information, training, and supervision to ensure the safe performance of Students and Employees.
- Use the process of hazard identification, risk management, and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to Students and Employees.
- Be accountable for the health and safety of Students and Employees under their supervision.
- Ensure that machinery and equipment are safe and that Students and Employees work in compliance with established safe work practices and procedures.
- Ensure that Students and Employees receive adequate training in their specific work tasks to protect their health and safety.
- Conduct health and safety meetings.

College administration will:

- Liaise with government agencies to ensure workplace health and safety compliance.
- Advise management on safety and health policy issues.
- Coordinate health and safety inspections and follow up to ensure the completion of necessary corrective actions.
- Develop best practices that support a strong health and safety program.
- Design and develop accident and incident reports and investigation procedures.
- Maintain an up-to-date knowledge of applicable health and safety regulations as mandated locally, provincially, or federally.
- Design and develop company policies and procedures related to workplace safety and health issues.
- Review injury and illness trends and identify problem areas and solutions.

Students and Employees will:

- Comply with occupational health and safety policies and procedures.
- Notify campus administration of any health and safety concerns, so they may be dealt with promptly.
- Protect their own health and safety by working in compliance with the law, safe work practices, and procedures established by the company.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their manager or college administration.

All staff will:

- Complete required occupational health and safety training.
- Perform duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Report any incident, injury, or hazard as outlined in company procedures.
- Report any acts of violence or harassment in the workplace.
- Promote a hazard-free workplace.
- Learn the posted emergency plan detailing the facility's procedures pertaining to fire, weather, or medical emergency.

All Staff, Instructors and Campus Administrators will:

- Commit to improving health and safety conditions in the workplace.
- Stimulate and raise awareness of health and safety issues in the workplace.
- Recognize and identify workplace risks and hazards.
- Develop recommendations to address risks and hazards.
- Conduct regular workplace inspections and make written recommendations.
- Develop and implement accident prevention and health and safety programs.
- Listen to employee complaints, concerns, and suggestions.
- Participate in health and safety inquiries and investigations.
- Advise on health and safety matters, such as personal protective equipment.
- Maintain accurate and detailed records of near misses, accidents, and injuries.
- Promote and monitor compliance with health and safety regulations.
- Monitor the effectiveness of existing health and safety programs and policies and assist with the implementation of improvements.
- Attend regular committee meetings.

Reporting Structures

Any concerns or near-misses must be reported to the campus administration. Students and Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.

If an emergency occurs, Students and Employees must immediately report the incident campus administration. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of Students and Employees, visitors, and property.

An emergency is any number of unsafe conditions that pose a threat to people or property. This includes fire or smoke; natural disaster or severe weather; chemical, biological, or radiological incidents; and structural failures.

HEALTH AND SAFETY POLICY

COVID-19 Supplement - GENERAL

April, 2020

Name of Policy

Implementation Date

All Positions

September, 2020

Position(s) Responsible

Date of Last Revision

Granville College is committed to providing a safe and healthy working and learning environment for all students, staff, and faculty.

Considering the COVID-19 outbreak, special steps have been taken to protect the health and safety of students, staff, and faculty at the College. These steps align with the recommendations made by the Province of BC and WorkPlace BC and will remain in place until such time as the College is advised otherwise.

In order to implement safe practices,

- The number of people on site has been limited during the COVID-19 pandemic.
- No one may enter the College unless scheduled or invited to be on site.
- Masks or facial coverings must be worn on site and must cover both the nose and mouth.
- Students, staff, faculty, and visitors must complete a COVID-19 Self-Assessment Form and be approved for entry to the College by a person authorized by the College.
- The College, at its discretion, may require Self-Assessment Forms and Acknowledgment Forms to be completed more than once.
- Cleaning and sanitizing practices have been put into place, specific to the overall building where the Campus is located and the Campus itself.
- The College, at its discretion, may refuse entry to any person at any time.

Procedure for Entering the College:

- Attendance at the College is by appointment or invitation only.
- Visitors are asked not to bring friends or family with them for appointments, however an exception will be made where a minor student requires a parent or guardian to be in attendance.
- All staff members, students, and visitors must wash their hands at the designated hand washing stations each time they enter the campus, a classroom, or an office. Hand washing stations have been set up inside the entrance of the school, inside the entrance of each classroom and at the entrance of each office.
- All students, staff, faculty, and visitors must wear a mask while on the campus premises unless they are working alone in a room or are at their desk in an office or classroom and maintaining a distance of 2 metres from other people.
- Students, staff, faculty, and visitors are not permitted to congregate in the hallway, reception, or

coffee area.

- Visitors to the campus will be limited to those who have scheduled appointments and have been advised they must provide and wear a mask at all times while on site.
- Visitors will be asked to sanitize their hands as they enter the campus.
- All students, staff, faculty, and visitors will be asked to complete the College's Self-Assessment Form prior to attending on campus. Anyone indicating on their Self-Assessment Form that they are at high risk of having been exposed to COVID-19 are directed to follow the procedures set out in the College's COVID-19 Response Guides.

Procedure while on site at the College:

- There is a limit of 3 people allowed to ride in the building elevators at one time. Masks are to be worn while in the elevator.
- No more than 2 people are permitted in the reception area at one time. Masks are to be worn at all times while in this area.
- No more than 2 people are permitted in the front office at one time. An exception will be made where a minor student requires a parent or guardian to be in attendance. Masks are to be worn when there is more than 1 person in the office.
- No more than 2 people are permitted in the Instructors office at one time. Masks are to be worn while in this office if both parties are unable to maintain a distance of 2 metres or are moving around within the office.
- The College has set up classrooms to allow for effective virtual lectures to be delivered simultaneously or asynchronously to limit the number of individuals in the classroom. Class sizes have been reduced to a maximum of 18, with 9 students (per classroom) able to attend in-class for two days a week, while the remaining 9 students will receive live virtual instruction from home. Student groups will then switch for the following two days of the week so that the students who were attending in-class will receive live virtual instruction from home and the students who were at home will attend in-class.
- Class schedules have been staggered so that students in classroom 1 will arrive one half hour earlier and leave one half hour earlier than students in classroom 2.
- Classroom desks have been reduced to 10 (9 student desks and 1 instructor desk) and have been placed 2 metres apart from each other.
- No more than 2 people are permitted in the coffee area at one time and must wear a mask while in that area.
- Students, staff, and faculty must all wear masks while moving within the campus.

Procedure for at Home Virtual Learning and Work-at-Home:

- The Director of Operations and the Associate Director of Campus Administration will work from home as often as possible. Attendance at the campus for these two positions is limited to "as needed" only.
- Staff meetings will be held as necessary using a virtual method with "attendance" expected as

though the meeting was being held in person.

- Students attending class virtually will have attendance taken as though the student was on campus learning.
- Class start times have been staggered so that each class start time is 30 minutes different from any other. Students learning from home are expected to be online on time and for the duration of the class.

Enhanced Cleaning Procedures

Enhanced cleaning procedures have been put in place to ensure workstations, common areas and high touch areas are cleaned regularly and after use when applicable. Cleaning procedures are included in the Training Manual and set out in the section of the Health and Safety Policy– COVID-19 Supplement entitled Cleaning.

Procedures for Reporting and Responding to Symptoms of or Exposure to COVID-19

- **Immediately report symptoms or exposure.** Any person who is experiencing symptoms of or exposure to COVID-19 must immediately report it to the Director of Operations (Terri) at 250-619-2637 or to an onsite College staff member.
- **Isolate symptomatic person.** If the reporting person is on campus at the time of reporting they will be directed to wash or sanitize their hands and wear a face mask and other PPE as required to reduce spread. This person will also be directed to quarantine in a secured area of the campus, away from others and to complete the College's COVID-19 self-assessment form.
- **Contact Emergency Services if required.** If the symptomatic person or exposed person is on campus and is exhibiting severe symptoms (ex: chest pain, difficulty breathing), a staff member or instructor will call 911 for assistance.
- **Direct symptomatic/exposed person to immediately return home.** The symptomatic or exposed person will be directed to **RETURN HOME** via private transportation arranged by themselves or the College as required. Once home, they must **GO INTO QUARANTINE** and may not return to the campus until they have been symptom free for at least 14 days. If the symptomatic or exposed person receives a positive COVID-19 test, they may not return to the campus until such time as they are symptom free for at least 14 days AND provide documented proof of a current negative COVID-19 test.
- **Direct all other staff and students to immediately return home.** All other staff and students who may have been in contact with the symptomatic or exposed person will be directed to return home until such time as they are assured to be symptom free for a period of 14 days. During this time, all classes will continue virtually and students will be expected to be in attendance online.
- **Contact local Public Health.** The Director of Operations, or a designate, will contact Public Health to report the incident. The symptomatic or exposed person will be asked to contact their local health unit and/or family doctor to report their case and receive personal medical attention if required, at which time they may be instructed to get tested for COVID-19 at a local assessment centre.

- **The College will temporarily shut down for cleaning and disinfection.** Once a person reports they are symptomatic or have been exposed, the College will shut down for the rest of the day for deep cleaning and disinfection of all affected areas and equipment. All records relating to any cases of infection on campus and witness information will be retained.
- **Monitoring after a report of symptoms of or exposure to COVID-19.** The Director of Operations, or a designate, will document and monitor all reports of symptoms of or exposure to COVID-19, recording the name and contact information of the reporting person and recording the names and contact information of all staff and students on campus at the time of the reporting or who have been in contact with the reporting person in the previous 14 days. If and when required by a Public Health official, the College administration will release the names and contact information collected.
- **Communications after a report of symptoms of or exposure to COVID-19.** The Director of Operations, or a designate, will follow up with all staff and students after a person has reported symptoms of or exposure to COVID-19 to ensure any affected staff and/or students have complied with the 14-day stay at home or isolation period and will advise all staff and students when it is permissible for them to return to the campus. In any event, any staff members or students returning to the campus must first complete and sign the Granville College COVID-19 Self-Assessment Form showing they have been symptom free for at least 14 days.
- **Failure to Report symptoms or exposure.** Any student or staff member who is experiencing symptoms of COVID-19 or has been exposed to COVID-19 who does not report the incident to the College forthwith, will be considered to be endangering the health, safety and well being of the college population and may be subject to immediate dismissal from their program of study or their employment with the College.

Health and Safety Policy	
Covid-19 Supplement – CLEANING	June, 2020
Name of Policy	Implementation Date
All Positions	September, 2020
Position(s) Responsible	Date of Last Revision

Granville College is committed to providing a safe and healthy working and learning environment for all staff and students. Considering the COVID-19 pandemic, special procedures have been implemented for maintaining a clean and hygienic work environment.

The College relies on assurances from the building managers that the office and campus common areas, such as hallways, washrooms, elevators and building lobby are cleaned nightly in accordance with recommendations for COVID-19 cleaning standards from the Province of BC public health officer.

Procedure for Special Cleaning the overall Campus:

- Special cleaning procedures will be carried out daily by Instructors and Staff.
- Special cleaning procedures are carried out using appropriate disinfectant agents and disposable cloths.
- High-touch surfaces are to be cleaned periodically throughout the date and after each use wherever possible.
- Supplies of disinfectant materials, cleaners, masks, paper towels, along with other cleaning supplies, are monitored and purchased as needed to ensure an adequate supply for use by staff and students.
- Furniture and equipment (desks, chairs, microscopes etc.) assigned to a specific person will be used solely by that person and cleaned at the end of each day, wherever possible, to reduce the risk of cross-contamination.
- Furniture and equipment which are in common use by the general campus population must be cleaned after each use. A spray bottle and disposable cloths or paper towels will be kept each classroom, office, or common area to provide ease of accessibility.
- Signage and checklists are posted to educate and remind people of the special cleaning protocols in place at the College.
- Staff members are responsible for cleaning the kitchen counters, small appliances, doorknobs, desks, and other equipment at the end of each day, prior to leaving the campus.
- Staff members have been trained to correctly use cleaners and equipment and to assess the use of these items by others.
- Staff members routinely educate students and others on the correct usage of cleaners and equipment.
- All Instructors and Staff members are to complete the DAILY CLEANING CHECKLIST

Health and Safety Policy	
COVID-19 Supplement – Violence Prevention	August, 2020
Name of Policy	Implementation Date
All Positions	August, 2020
Position(s) Responsible	Date of Last Revision

Granville College is committed to providing a safe and healthy working and learning environment for all staff and students.

During the COVID-19 pandemic, some people may object to infection containment protocols in place at the College.

Procedure:

- The College creates and implements safety protocols, posts notices and trains staff in accordance with its COVID-19 Safety Plan with the expectation that any person entering the College will abide by the protocols in place at the College.
- In the event a person attends at the campus who refuses to abide by the protocols, that person will be asked to leave the College immediately.
- In the event a person refuses to abide by the protocols and refuses to leave the College, the staff member dealing with the person will call another staff member to assist. Together, these staff members will again request that the person leave the College.
- In the event that the person still refuses to leave the campus, one staff members will stay with the person refusing to leave and the other staff member will place an urgent call to 911 to request police assistance.
- Both staff members then stay with the person until police assistance arrives.
- Once the person has left the College or been escorted by police from the College, the staff members will disinfect any surfaces the person touched while on site.
- The staff members will produce a memorandum to the College Director outlining the incident. The memorandum is signed and dated by both staff members and immediately forwarded to the College Director.
- The College Director will follow up with the person, if possible, to advise that they are not permitted to enter the College or to set conditions of return.

Health and Safety Policy	
COVID-19 Supplement – Wearing a Mask and Hand Hygiene	August, 2020
Name of Policy	Implementation Date
All Positions	August, 2020
Position(s) Responsible	Date of Last Revision

Granville College is committed to providing a safe and healthy working and learning environment for all staff and students.

Considering the COVID-19 pandemic, special procedures have been implemented for maintaining a clean and hygienic work environment including the requirement for wearing a mask and for frequent hand washing/sanitizing.

Procedure for Wearing a Mask:

- Students, staff, faculty, and visitors entering the College must wear a mask or appropriate face covering
- Students, staff, faculty, and visitors are to keep their masks on at all times while on campus unless they are working at an assigned workstation and are no less the 2 metres away from another person.
- Students, staff, faculty, and visitors must wear a mask once they get up from a workstation and start to walk around in the event they cross paths with another person on campus
- Signage for proper placement of masks are posted throughout the campus.

Procedure for Hand Hygiene:

- Students, staff, faculty, and visitors entering the College must sanitize their hands upon entering the reception area using the hand sanitizer supplied.
- Students, staff, faculty, and visitors must sanitize their hands upon entering an office or classroom using the hand sanitizer supplied
- All people on site are encouraged to sanitize their hands frequently throughout the day.
- Signage for proper use of hand sanitizers and cleaning are posted throughout the campus and, where applicable, at each hand sanitizing station.

COVID-19 RESPONSE GUIDE – SYMPTOMS OR EXPOSURE TO COVID-19

How is Granville College working to prevent the spread of COVID-19?

- Completing mandatory health self-assessment forms before entry and enforce this protocol with students and visitors.
- Mandating the use of personal protective equipment (PPE), including face masks and hand sanitizer.
- Providing and utilizing disinfectants and hand sanitizers for every workstation, classroom, and common area.
- Enforcing physical distancing by restricting maximum capacities in areas of the campus, including classrooms, common areas, and elevators.
- Increasing cleaning, disinfection, and sanitization in work areas, classrooms, common areas, and other accessible areas.
- Posting prominent signage conveying health and safety information throughout the campus.
- Maintaining records of any reported cases of COVID-19 and all students and staff who have recently travelled abroad.

What will happen when symptoms or exposure to COVID-19 has been reported by a student or staff member?

- **Immediately report symptoms or exposure.** Any person who is experiencing symptoms of or exposure to COVID-19 must immediately report it to the Director of Operations (Terri) at 250-619-2637 or to an onsite College staff member.
- **Isolate symptomatic person.** If the reporting person is on campus at the time of reporting they will be directed to wash or sanitize their hands and wear a face mask and other PPE as required to reduce spread. This person will also be directed to quarantine in a secured area of the campus, away from others and to complete the College's COVID-19 self-assessment form.
- **Contact Emergency Services if required.** If the symptomatic person or exposed person is on campus and is exhibiting severe symptoms (ex: chest pain, difficulty breathing), a staff member or instructor will call 911 for assistance.
- **Direct symptomatic/exposed person to immediately return home.** The symptomatic or exposed person will be directed to **RETURN HOME** via private transportation arranged by themselves or the College as required. Once home, they must **GO INTO QUARANTINE** and may not return to the campus until they have been symptom free for at least 14 days. If the symptomatic or exposed person receives a positive COVID-19 test, they may not return to the campus until such time as they are symptom free for at least 14 days AND provide documented proof of a current negative COVID-19 test.
- **Direct all other staff and students to immediately return home.** All other staff and students who may have been in contact with the symptomatic or exposed person will be directed to return home until such time as they are assured to be symptom free for a period of 14 days. During this time, all classes will continue virtually and students will be expected to be in attendance online.
- **Contact local Public Health.** The Director of Operations, or a designate, will contact Public Health to report the incident. The symptomatic or exposed person will be asked to contact their local health unit and/or family doctor to report their case and receive personal medical attention if required, at which time they may be instructed to get tested for COVID-19 at a local assessment centre.

- **The College will temporarily shut down for cleaning and disinfection.** Once a person reports they are symptomatic or have been exposed, the College will shut down for the rest of the day for deep cleaning and disinfection of all affected areas and equipment. All records relating to any cases of infection on campus and witness information will be retained.
- **Monitoring after a report of symptoms of or exposure to COVID-19.** The Director of Operations, or a designate, will document and monitor all reports of symptoms of or exposure to COVID-19, recording the name and contact information of the reporting person and recording the names and contact information of all staff and students on campus at the time of the reporting or who have been in contact with the reporting person in the previous 14 days. If and when required by a Public Health official, the College administration will release the names and contact information collected.
- **Communications after a report of symptoms of or exposure to COVID-19.** The Director of Operations, or a designate, will follow up with all staff and students after a person has reported symptoms of or exposure to COVID-19 to ensure any affected staff and/or students have complied with the 14-day stay at home or isolation period and will advise all staff and students when it is permissible for them to return to the campus. In any event, any staff members or students returning to the campus must first complete and sign the Granville College COVID-19 Self-Assessment Form showing they have been symptom free for at least 14 days.
- **Failure to Report symptoms or exposure.** Any student or staff member who is experiencing symptoms of COVID-19 or has been exposed to COVID-19 who does not report the incident to the College forthwith, will be considered to be endangering the health, safety and well being of the college population and may be subject to immediate dismissal from their program of study or their employment with the College.

Be Kind. Be Calm. Be Safe.